

THE DEFENSE MESSENGER



DMS . . . to meet the Warfighters' messaging needs . . .



A message from
Jerry Bennis,
DMS Program Manager

Welcome to *The Defense Messenger*, a publication created expressly for you, the users of the Defense Message System (DMS).

The challenging task of implementing the DMS product throughout the world is well underway. Early issues affecting the system have been addressed. Improvements and upgrades to the system continue on a regular basis. The ongoing process of ensuring all customers are up and running on the system, gaining their acceptance, and earning their confidence, is our primary mission.

The purpose of *The Defense Messenger* is to give you relevant information about DMS. You'll learn the implementation status, including software upgrades and future release dates. We'll pass along training tips and other user information that will optimize your use of the system. And we'll share success stories that illustrate how DMS is being used to support our number one customer, the Warfighter.

This publication is loaded with information about specific Web pages and points of contact for DMS-related information. I encourage you to provide feedback on the content of the publication, to share your success stories, and to suggest other topics that would be of interest to you and other users.

I trust you will find *The Defense Messenger* a useful and important tool that will increase your "communication" skills as we reach our goal of making DMS work for you.

Jerry Bennis can be reached at
E-mail: DMSWWW@ncr.disa.mil
<http://www.disa.mil/D2/dms/>

Success Stories

Armed Forces
Emergency Services



"All of us here in the Red Cross are enthused about ushering in the day-to-day operational use of DMS as our official organizational messaging tool in support of delivering American Red Cross Armed Forces Emergency Services—around the clock and around the globe."

**Rick Davis, Director
Armed Forces Emergency Services**

The mission of the Defense Message System fits hand in glove with that of the American Red Cross. The Defense Message System's mission is to meet the Warfighters' messaging needs. The American Red Cross' fundamental mission is to keep American people in touch during times of crisis with members of their families serving in the U. S. military.

The American Red Cross is the only non-governmental agency that deploys with U. S. troops. Its emergency

Continued on Page 4

**DMS Provides Top Secret
Messaging Capabilities for Warfighters!**

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Implementation Statistics May 2000

| | |
|----------------|---|
| 977,224 | Number of Organizational messages sent via the DMS backbone |
| 98 | Percent of sites commissioned with release 2.1 |
| 249 | Number of Unclassified sites commissioned with release 2.1 |
| 189 | Number of Secret sites commissioned with release 2.1 |

Training



Check out DISA DMS PMO's Training Web site at <http://www.disa.mil/D2/dms/training/training.html>



Training is available for both System Administrators and the “end users” of DMS. Current training for the System Administrators (SA) is for DMS release 2.1; training for DMS release 2.2 is in development. Future training for SAs will include RNOSC/ACC Transition Course, Release 3.0 Transition Process, and a System Function Overview.

In addition to the Service Schools and your regular training sources, end-user training is also available via the DISA DMS PMO's training Web site. It is computer-based training (CBT) and is available for both LotusNotes and Microsoft Outlook versions of DMS. The CBTs for DMS release 2.1 are currently available along with troubleshooting guides and *Best Practices* from the Air Force.

Other handy tools currently available for end users are the Quick Reference Guides. These guides will lead you, step by step, through the processes for setting up message routing, and for creating, reviewing, sending, and receiving messages.

Let's Talk About U

Users of the Defense Message System come in two types: **Individual** and **Organizational**. You can be both an Individual User and an Organizational User. Here's the difference between the two:

Individual users are users who send and/or receive routine administrative messages on their own behalf.

Organizational users are those who are authorized to send and/or receive official Command and Control message traffic on behalf of their organization.

This different messaging capability is one of the great benefits of DMS and a distinct advantage over AUTODIN. As an Individual User, you can send a message to an individual or to several individuals at one time (called a vertical message). Or, as an Organizational User, you can send a message across multiple organizations at one time (called a horizontal message). This is one way in which DMS accommodates messaging “from desktop to foxhole.”

About DMS

The Defense Message System was established to meet Department of Defense requirements for *organizational* and *individual* message services accessible from DoD locations worldwide. The DMS uses commercial-off-the-shelf (COTS) hardware and software that provides multi-media messaging and directory services. DMS will become the single messaging solution for DoD, to include Tactical and the Intelligence Community, thereby phasing out and standardizing all of the DoD's messaging systems.

Service-Specific DMS Points of Contact

For Service-specific information, contact your DMS PMO as listed.

ARMY

Major David Belva, USA

Belvad@dms.monmouth.army.mil

NAVY

Carol Kim

ckim@spawar.navy.mil

AIR FORCE

Janet Pandzik

Janet.pandzik@gunter.af.mil

MARINE CORPS

Christopher Michelsen

Michelsencj@mcsc.usmc.mil

COAST GUARD

LCDR Steven Rausch, USCG

Srausch@tiscom.uscg.mil

DMS PMO, DISA (D24)

5111 Leesburg Pike, 9th Floor
Falls Church, VA 22041

dmswww@ncr.disa.mil

CUSTOMER INFORMATION TEAM, DISA (D73)

5201 Leesburg Pike, Suite 1501
Falls Church, VA 22041

Customer@ncr.disa.mil

Customer Information Services

“Bridging the Way to the DMS User”

The DMS Customer Information Services (CIS) recognized the need for easily accessible, user-friendly, up-to-date information about DMS. And it meets that need with a terrific Web site where DMS users can find information that ranges from where to find training to simple instructions on how to use DMS. This useful tool provides electronic access to current DMS information including:

- General Information**—An overview of the DMS program
- Quick Reference**—Simple instructions on how to use DMS
- Frequently Asked Questions**—Answers to commonly asked questions
- Lessons Learned**—Lessons others have learned and shared
- Share Your Experiences**—A template for sharing information and lessons learned
- Training**—Links to computer based training and providers of classroom instruction
- Points of Contact**—Contact information for DMS PMO personnel
- CIS Team**—A mechanism for rapidly responding to customer concerns



Check it out at <http://disa.dtic.mil/dms/cis/>

Bookmark the hottest DMS information on the Web! And remember to send your DMS questions and comments to customer@ncr.disa.mil—our responsive Customer Information Service Team is ready to assist you.



CIS Point of Contact

Customer Information Team
DISA (D73)
5201 Leesburg Pike, Suite 1501
Falls Church, VA 22041
Customer@ncr.disa.mil

Got Help?

If you're a military user, read on . . .

The Services have stepped out smartly with Help Desks to meet the particular needs of their users. When you have an unanswered question about DMS or an unfamiliar messaging procedure, immediately contact your Service-specific Help Desk for assistance.

ARMY

0700-1900 EST
(excluding weekends and holidays)
DSN: 327-4004
(888) 367-7615 or (703) 769-4499
helpdesk@dms.monmouth.army.mil

NAVY

DSN: 524-2242
COM: (619) 524-2242

AIR FORCE

Open 24 hours, 7 days a week
DSN: 596-5771
COM: (334) 416-5771

MARINE CORPS

Being established.
For information, contact DSN: 278-0793

COAST GUARD

0800-1500 EST
(excluding weekends and holidays)
DSN: 836-6400 (LANT) (757) 421-6400

Security

Reliability

Flexibility

DMS is more than just the replacement for AUTODIN. When it is fully fielded, it will provide users a DoD standard E-mail system, secure from desktop to desktop. DMS is reliable and it is flexible to be able to meet the demands of the future. And it will provide “messaging . . . from the National Command Authority to the lowest battlespace tactical level. . . among a wide range of warfighter and support functions.”

DMS Benefits

Success Stories

Red Cross, *continued from Page 1*

communications staff must be prepared and equipped to both locate an individual and communicate confidentially...wherever in the world they might be serving. The Red Cross, under its Congressional Charter, has been providing this service since 1905. In November 1998, the Red Cross established two Armed Forces Emergency Service Centers, one in Falls Church, Virginia, and another at Fort Sill, Oklahoma, which were specifically developed to enhance Service members' and their dependent family members' access to and delivery of Red Cross Armed Forces Emergency Services worldwide.

In 1998, the American Red Cross processed an average of 4,000 emergency message transactions a day in support of members of the Armed Forces. That equals a message transaction every 22 seconds! Together, the community of DMS users and the American Red Cross will provide a communications capability for the American people that is fast and reliable.

The American Red Cross is making great progress in its DMS implementation. From a global perspective, most of the overseas facilities are already DMS capable, with the remaining facilities on track to have DMS implemented by September 15.

At its headquarters in Falls Church, Virginia, work continues on schedule to integrate Defense Messaging capability into the workflow of the Armed Forces Emergency Service Centers, where case management work is performed in a centrally hosted database COTS application called Clarify. The integration of DMS will allow the AFES Center staff to deliver messages to Service men and women around the globe and to do their jobs in a more secure and robust fashion.

The DMS and the American Red Cross continue to be exemplary partners, as well as service-oriented pace setters in their united efforts to better serve the men, women, and dependent family members who comprise our Armed Forces.

DMS Provides Top Secret Messaging Capabilities for Warfighters!

The Defense Message System is moving out to provide Top Secret/Collateral (TS/C) worldwide messaging capabilities for the warfighter. All of the Army and Air Force TS/C Remote Server Sites (RSS) are now fully operational, providing dial-up messaging services for OCONUS Army, Air Force, and DMS users from the Defense agencies.

The RSS in Vaihingen, Germany, was commissioned on June 27, 2000, to support the Army and Air Force users in the Europe theater. The RSSs in Makalapa, Hawaii; Yokota, Japan; and Camp Walker, Korea were commissioned over the past year.

So progress continues in the DMS TS/C environment!

Give Us Your Feedback!

Please contact the Operations Training Office if you have questions or comments about the information provided in this issue of *The Defense Messenger*. The E-mail address is dfmsg@birchdavis.com.

The Defense Message System provides the best of all worlds—it provides business quality messaging capabilities and military messaging capabilities, and it guarantees interoperability and system performance via a single integrated system.

DMS Benefits Report, 1997